

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Knott *et al.*
Serial No.: 10/829557
Filing Date: April 22, 2004
Confirmation No.: 6361
Group Art Unit: 2614
Examiner: Patel, Hemant Shantilal
Title: *User Interface for "How to Use" Application of Automated Self Service Call Center*

MAIL STOP – AMENDMENT
COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

RESPONSE TO NON-FINAL OFFICE ACTION

In response to the Non-Final Office Action dated May 23, 2008, Applicants respectfully submit the following and request favorable action.

Remarks/Arguments begin on page 8 of this paper.

A Petition extending the period for response is submitted herewith.